

OVERHEAD #1

# **VIOLENCE IN THE WORKPLACE**

*Department of Health and Human Services*

## OVERHEAD #2

### **The training will focus on EIGHT topic areas:**

- Facts About Workplace Violence
- What is Violence
- Types of Violence at Work
- Barriers to Addressing the Problem
- Recognizing the Problem
- What to do When You Recognize a Problem
- Making It Real and Applying What You Know
- Other Things to Consider

OVERHEAD #3

# **ACTS OF VIOLENCE IN THE WORKPLACE**

- 48% OF EMPLOYEES SAID THAT THERE HAD BEEN A VIOLENT INCIDENT AT THEIR COMPANIES SINCE JANUARY, 1994.
- 45% OF EMPLOYEES ARE WORRIED THAT VIOLENCE WOULD ERUPT AT THEIR WORKPLACES.

Source: Society for Human Resource Management,  
Issues Management Program, 1996 Survey

## OVERHEAD #4

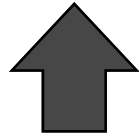
# WORKPLACE VIOLENCE

- 39% OF EMPLOYEES SAID THAT THEY HAD BEEN VERBALLY THREATENED IN THE LAST YEAR
- 57% WERE INCIDENTS INVOLVING EMPLOYEES AT THE SAME LEVEL
- 17% WERE INCIDENTS WHERE AN EMPLOYEE TARGETED HIS/HER SUPERVISOR
- 60% SAID THAT THEY WOULD NOT HAVE BEEN ABLE TO IDENTIFY THE AGGRESSOR AS ONE WITH A POTENTIAL FOR VIOLENCE (SHRM, 1993)

Source: Society for Human Resource Management,  
Issues Management Program, 1996 Survey

OVERHEAD #5

**COSTS TO THE  
WORKPLACE ARE  
RISING**



**\$4.3 BILLION ANNUALLY**

**AVERAGE INCIDENT COST IS \$250,000**

Source: "Workplace Violence: First Line of Defense", The Employment and Labor Law Series, 1994

**\$55 MILLION IN LOST WAGES EACH  
YEAR**

**1.8 MILLION DAYS OF WORK LOST  
EACH YEAR**

Source: Bureau of Justice Statistics (NCJ-178199), July 1994

OVERHEAD #6

**THE DEPARTMENT OF HEALTH  
AND HUMAN SERVICES'  
DEFINITION OF WORKPLACE  
VIOLENCE**

**“AN ACTION (VERBAL, WRITTEN, OR  
PHYSICAL AGGRESSION) WHICH IS  
INTENDED TO CONTROL OR CAUSE,  
OR IS CAPABLE OF CAUSING,  
DEATH OR SERIOUS BODILY  
INJURY TO ONESELF OR OTHERS,  
OR DAMAGE TO PROPERTY.  
VIOLENCE INCLUDES ABUSE OF  
AUTHORITY, INTIMIDATING OR  
HARASSING BEHAVIOR AND  
THREATS”**

OVERHEAD #7

**OBVIOUS TYPES OF  
WORKPLACE VIOLENCE**

- BOMBINGS
- SHOOTINGS
- HITTING
- FIGHTING
- SCREAMING
- THREATS

## OVERHEAD #8

### **NOT-SO-OBVIOUS TYPES OF WORKPLACE VIOLENCE**

- HARASSING
- STALKING
- EQUIPMENT SABOTAGE
- BUILDING SABOTAGE
- OTHER IRRATIONAL  
RESPONSES (THROWING,  
DEFECATING, ETC.)



## OVERHEAD #9

# REASONS FOR UNDERREPORTING

- Not Clear What and When to Report
- No Clear Process
- Afraid of Not Being Taken Seriously
- Afraid of Negative Consequences
- Shame and Embarrassment
- No Trust in System

Source: Crisis Management Group, Inc., 1995

## OVERHEAD #10

### **COMMON MISTAKES MADE BY ORGANIZATIONS**

- Fail to adopt/publicize policy
- Fail to train supervisors and managers in implementation of policy
- Use standard psychiatric or psychological services to assess threat of violence instead of an interdisciplinary Crisis Management Team
- Ignore vague or indirect threats
- Press charges in court before conducting their own inquiry or speaking to employee
- Assign responsibility to one particular function (e.g. legal, HR, security, EAP)

## OVERHEAD #11

# **LEVELS OF VIOLENCE**

## **LEVEL ONE**

### **(Early Warning Signs)**

The person:

- refuses to cooperate with immediate supervisor or with subordinates if a supervisor
- spreads rumors and gossip to harm others
- consistently argues with co-workers
- belligerent toward customers/clients
- constantly swears at others
- makes unwanted sexual comments

## OVERHEAD #12

# **LEVELS OF VIOLENCE**

## **LEVEL TWO**

### **(Escalation of the Situation)**

The person:

- argues increasingly with customers, vendors, co-workers and management
- refuses to obey agency policies and procedures
- sabotages equipment and steals property for revenge
- verbalizes wishes to hurt co-workers and/or management
- sends sexual or violent notes to co-workers and/or management
- sees self as victimized by management (me against them)

## OVERHEAD #13

# **LEVELS OF VIOLENCE LEVEL THREE**

**(Further Escalation, Usually Resulting  
in an Emergency Situation)**

The person frequently displays  
intense anger resulting in:

- recurrent suicidal threats
- recurrent physical fights
- destruction of property
- utilization of weapons to harm others
- commission of murder, rape, and/or arson

## **LEVELS OF VIOLENCE DOMESTIC VIOLENCE**

Often times the incidents occur outside the workplace, however, the warning signs may be recognized at work.

### **The victim may show signs of:**

- increased fear, emotional episodes, signs of physical injury and/or other physical stress
- deterioration of work performance

OVERHEAD #15

**WHEN EARLY  
SIGNS OCCUR  
(LEVEL 1)**



**OBSERVE**

**REPORT**

**CONTACT**

## OVERHEAD #16

### **WHEN THE SITUATION HAS ESCALATED (LEVEL 2):**

- DOCUMENT IN DETAIL
- CONTACT SUPERVISOR, CRISIS MANAGEMENT TEAM, LAW ENFORCEMENT, SECURITY
- SECURE SAFETY
- CONTACT OTHERS LIKE THE EAP, UNION, AND/OR EMPLOYEE RELATIONS
- ASK RELEVANT QUESTIONS
- SUPERVISOR AND OFFENDING EMPLOYEE SHOULD MEET AGAIN



OVERHEAD #17

**ASK QUESTIONS RELEVANT  
TO THE PERSON'S  
COMPLAINT SUCH AS:**

What can you do  
to try to regain  
control of  
yourself?

What can I do to  
help you regain  
control?

What do you  
hope to gain  
by committing  
violence?

Why do you believe  
you need to be  
violent to achieve  
that?

## OVERHEAD #19

### HOW TRAUMAS AFFECT EMPLOYEES

#### ① **Stage One:**

- “Shock Stage” (ex. shock, denial, disbelief or numbness)
- fight or flight survival reactions

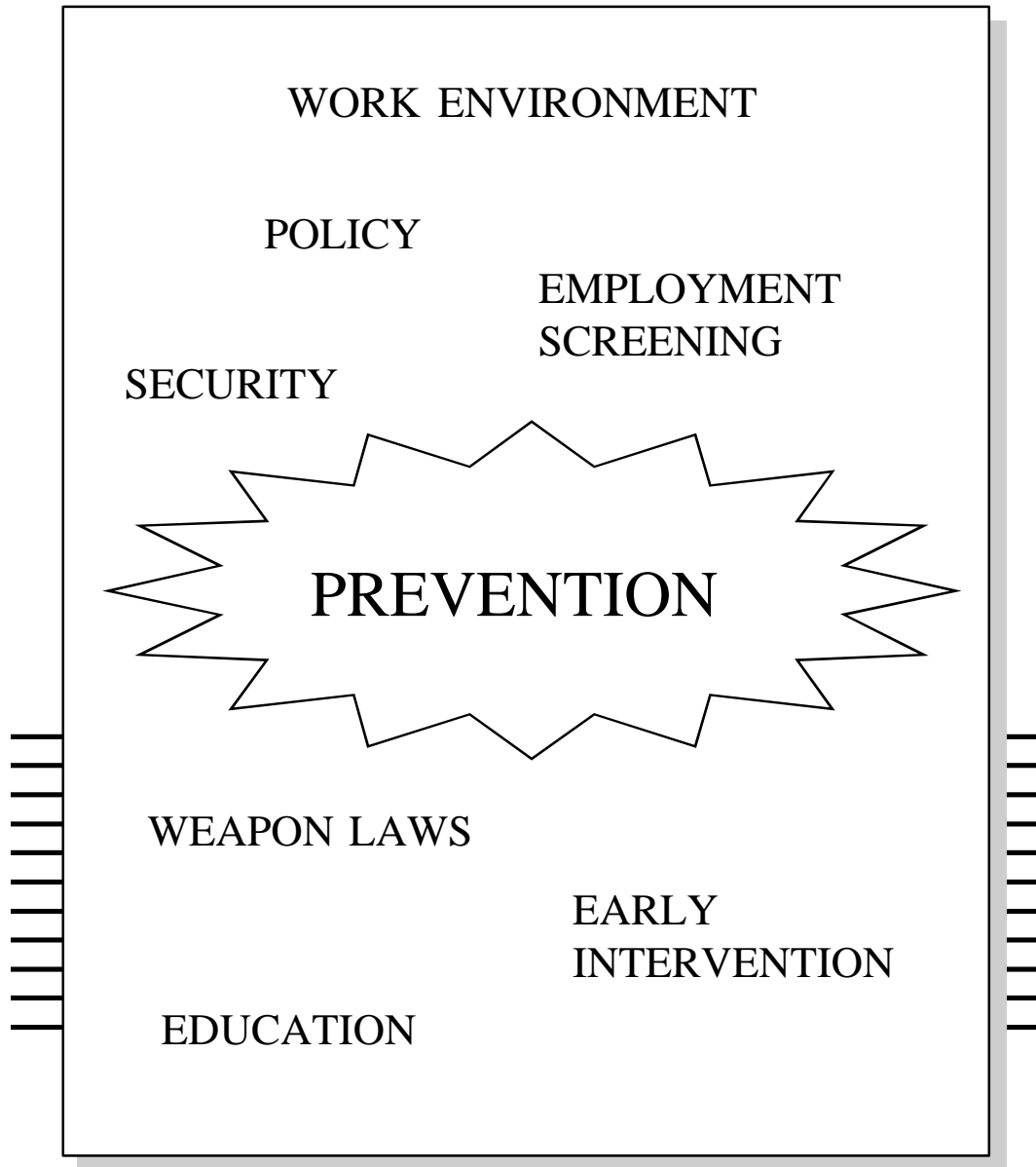
#### ② **Stage Two:**

- “Impact Stage” - a variety of intense emotions (ex. anger, sorrow, guilt)
- May last anywhere from a few days to a few months

#### ③ **Stage Three:**

- “Reconciliation Stage”- employee tries to make sense of the event

## OVERHEAD #22



OVERHEAD #18

**IN AN EMERGENCY  
(LEVEL 3)**

- REMAIN CALM
- CALL 911 AND OTHER APPROPRIATE  
EMERGENCY CONTACTS
- COOPERATE WITH LAW ENFORCEMENT  
PERSONNEL
- CONTACT MEMBERS OF THE CRISIS  
MANAGEMENT TEAM
- IF PERSONALLY CONFRONTED, USE  
PROCEDURES IN LEVEL 2

## OVERHEAD #20

# CONSIDERATIONS FOR MANAGEMENT

- BE SENSITIVE
- OBSERVE THE RIPPLE EFFECT
- BE SURE THE EMPLOYEE IS NOT ALWAYS ISOLATED
- CONTROL MEDIA ACCESS
- DO NOT JOKE ABOUT THE EVENT
- DO NOT TRIVIALIZE THE EVENT
- SUGGEST HELP THROUGH THE EAP AND OTHER TRAUMA SPECIALISTS

## OVERHEAD #21

### **HELPING YOURSELF!**

- **EAT RIGHT:** keep stimulants to a minimum and do not use alcohol/drugs to cope
- **EXERCISE:** regularly and at least within the first 24 hours following the incident
- **SLEEP:** get plenty of it!
- **TALK:** take advantage of social support systems
- **LIFE-STYLE:** set a realistic schedule, avoid boredom, take time to do enjoyable things
- **GET HELP:** don't be afraid to seek outside help when needed
- **FUTURE:** plan for your future safety